Prompt Pay Compliance Summary for Processed TennCare Medical and Dental Claims

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements	s and TCA 56-32-126(b)	90% 30 Day	CO Davi	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
AMERIGROUP Tennessee, Inc. Processor Block Vision Region(s): Middle				
Vision	1/31/2011	100%	100.0%	YES
Vision	2/28/2011	100%	100.0%	YES
Vision	3/31/2011	100%	100.0%	YES
Vision	4/30/2011	100%	100.0%	YES

5/31/2011

6/30/2011

7/31/2011

100%

100%

100%

100.0%

100.0%

100.0%

YES

YES

YES

Vision

Vision

Vision

TennCare Contractual Requirement	s and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
AMERIGROUP Tennessee, Inc. Processor Affiliate Organization Region(s): Middle				
Medical	1/31/2011	100%	100.0%	YES
Medical	2/28/2011	99%	99.6%	YES
Medical	3/31/2011	100%	99.8%	YES
Medical	4/30/2011	100%	99.9%	YES
Medical	5/31/2011	100%	99.9%	YES
Medical	6/30/2011	99%	99.9%	YES
Medical	7/31/2011	100%	99.9%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day				
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
AMERIGROUP Tennessee, Inc. Processor Tennessee Carriers Region(s): Middle				
Non Emergency Transportation	1/31/2011	90%	99.9%	YES
Non Emergency Transportation	2/28/2011	95%	100.0%	YES
Non Emergency Transportation	3/31/2011	100%	100.0%	YES
Non Emergency Transportation	4/30/2011	91%	100.0%	YES
Non Emergency Transportation	5/31/2011	92%	99.9%	YES
Non Emergency Transportation	6/30/2011	84%	99.8%	NO
Non Emergency Transportation	7/31/2011	100%	100.0%	YES

TennCare Contractual Requirements	s and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Delta Dental of Tennessee, Inc. Processor Affiliate Organization Region(s): All				
Dental	1/31/2011	92%	99.6%	YES
Dental	2/28/2011	95%	98.6%	NO
Dental	3/31/2011	84%	98.6%	NO
Dental	4/30/2011	89%	100.0%	NO
Dental	5/31/2011	91%	100.0%	YES
Dental	6/30/2011	100%	100.0%	YES
Dental	7/31/2011	99%	100.0%	YES

TennCare Contractual Requireme	ents and TCA 56-32-126(b)	90% 99.5% 30 Day 60 Day			
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?	
DentaQuest of Tennessee, LLC (for Processor Affiliate Organization Region(s): All	ormerly Doral Dental Tenno	essee, Inc.)			
Dental	1/31/2011	100%	100.0%	YES	

TennCare Contractual Requireme	ents and TCA 56-32-126(b)	90%	99.5%	
		30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Ciaiii 13poo	1 of the World Linded	Cican Claims	, iii Claiiiis	Compilarios:
UnitedHealthcare Plans of the River Processor Affiliate Organization	Valley, Inc.			
Region(s): East - Risk Contract				
Non Emergency Transportation	1/31/2011	89%	97.1%	NO
Non Emergency Transportation	2/28/2011	99%	100.0%	YES
Non Emergency Transportation	3/31/2011	100%	100.0%	YES
Non Emergency Transportation	4/30/2011	100%	100.0%	YES
Non Emergency Transportation	5/31/2011	100%	100.0%	YES
Non Emergency Transportation	6/30/2011	100%	100.0%	YES
Non Emergency Transportation	7/31/2011	100%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization Region(s): East - Risk Contract

Medical	1/31/2011	97%	99.2%	NO
Medical	2/28/2011	99%	99.8%	YES
Medical	3/31/2011	99%	99.9%	YES
Medical	4/30/2011	99%	99.9%	YES
Medical	5/31/2011	100%	99.9%	YES
Medical	6/30/2011	100%	100.0%	YES
Medical	7/31/2011	99%	99.9%	YES

TennCare Contractual Requirem	nents and TCA 56-32-126(b)	90%	99.5%	
		30 Day	60 Day	
Claim Types	For the Month Ended	Cloan Claims	All Claims	Compliance?

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
UnitedHealthcare Plans of the River Processor Spectera, Inc. Region(s): East - Risk Contract	Valley, Inc.			
Vision	1/31/2011	100%	100.0%	YES
Vision	2/28/2011	100%	100.0%	YES
Vision	3/31/2011	100%	100.0%	YES
Vision	4/30/2011	100%	100.0%	YES
Vision	5/31/2011	100%	100.0%	YES
Vision	6/30/2011	100%	100.0%	YES
Vision	7/31/2011	100%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): Middle

1/31/2011	96%	99.0%	NO
2/28/2011	100%	100.0%	YES
3/31/2011	100%	100.0%	YES
4/30/2011	100%	100.0%	YES
5/31/2011	100%	100.0%	YES
6/30/2011	100%	100.0%	YES
7/31/2011	100%	100.0%	YES
	2/28/2011 3/31/2011 4/30/2011 5/31/2011 6/30/2011	2/28/2011 100% 3/31/2011 100% 4/30/2011 100% 5/31/2011 100% 6/30/2011 100%	2/28/2011 100% 100.0% 3/31/2011 100% 100.0% 4/30/2011 100% 100.0% 5/31/2011 100% 100.0% 6/30/2011 100% 100.0%

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): Middle

Medical	1/31/2011	97%	99.3%	NO
Medical	2/28/2011	99%	99.8%	YES
Medical	3/31/2011	99%	100.0%	YES
Medical	4/30/2011	100%	99.9%	YES
Medical	5/31/2011	100%	99.7%	YES
Medical	6/30/2011	100%	100.0%	YES
Medical	7/31/2011	99%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b)	90%	99.5%
	30 Day	60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Spectera, Inc.

Region(s): Middle

Vision	1/31/2011	100%	100.0%	YES
Vision	2/28/2011	100%	100.0%	YES
Vision	3/31/2011	100%	100.0%	YES
Vision	4/30/2011	100%	100.0%	YES
Vision	5/31/2011	100%	100.0%	YES
Vision	6/30/2011	100%	100.0%	YES
Vision	7/31/2011	100%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b)	90%	99.5%
	30 Day	60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): West

Non Emergency Transportation	1/31/2011	97%	99.4%	NO
Non Emergency Transportation	2/28/2011	99%	99.8%	YES
Non Emergency Transportation	3/31/2011	100%	100.0%	YES
Non Emergency Transportation	4/30/2011	100%	100.0%	YES
Non Emergency Transportation	5/31/2011	100%	100.0%	YES
Non Emergency Transportation	6/30/2011	100%	100.0%	YES
Non Emergency Transportation	7/31/2011	100%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): West

Medical	1/31/2011	97%	99.0%	NO
Medical	2/28/2011	99%	99.7%	YES
Medical	3/31/2011	99%	99.9%	YES
Medical	4/30/2011	100%	99.9%	YES
Medical	5/31/2011	100%	99.9%	YES
Medical	6/30/2011	100%	100.0%	YES
Medical	7/31/2011	100%	100.0%	YES

TennCare Contractual Requirements	and TCA 56-32-126(b)	90%	99.5%	
		30 Day	60 Day	
Claim Types	Ear the Month Ended	Cloon Claima	All Claims	Compliance?

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
UnitedHealthcare Plans of the Ri	ver Valley, Inc.			
Processor Spectera, Inc. Region(s): West				
Vision	1/31/2011	100%	100.0%	YES
Vision	2/28/2011	100%	100.0%	YES
Vision	3/31/2011	100%	100.0%	YES
Vision	4/30/2011	100%	100.0%	YES
Vision	5/31/2011	100%	100.0%	YES
Vision	6/30/2011	100%	100.0%	YES
Vision	7/31/2011	100%	100.0%	YES

TennCare Contractual Requirem	ents and TCA 56-32-126(b)	90%	99.5%	
		30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d Processor Care Centrix Region(s): East - Risk Contract	/b/a BlueCare			
DME	1/31/2011	37%	100.0%	NO
DME	2/28/2011	63%	99.2%	NO
DME	3/31/2011	88%	99.9%	NO
DME	4/30/2011	96%	98.6%	NO
DME	5/31/2011	97%	100.0%	YES
DME	6/30/2011	90%	99.8%	YES
DME	7/31/2011	90%	98.7%	NO

TennCare Contractual Requirements	and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b/a Processor Affiliate Organization Region(s): East - Risk Contract	BlueCare			
Medical	1/31/2011	94%	99.9%	YES
Medical	2/28/2011	98%	99.9%	YES
Medical	3/31/2011	99%	99.9%	YES
Medical	4/30/2011	99%	100.0%	YES
Medical	5/31/2011	99%	100.0%	YES

6/30/2011

7/31/2011

99%

99%

100.0%

100.0%

YES

YES

Medical

Medical

TennCare Contractual Requiremen	its and TCA 56-32-126(b)	90%	99.5%	
·		30 Day	60 Day	
Claim Types	For the Month Ended	Cloop Claima	All Claims	Compliance?

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/k	o/a BlueCare			
Processor Southeastrans				
Region(s): East - Risk Contract				
Non Emergency Transportation	1/31/2011	100%	100.0%	YES
Non Emergency Transportation	2/28/2011	98%	98.8%	NO
Non Emergency Transportation	3/31/2011	100%	100.0%	YES
Non Emergency Transportation	4/30/2011	100%	100.0%	YES
Non Emergency Transportation	5/31/2011	100%	100.0%	YES
Non Emergency Transportation	6/30/2011	100%	100.0%	YES
Non Emergency Transportation	7/31/2011	100%	100.0%	YES

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 30 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

Volunteer State Health Plan, Inc., d/b/a BlueCare

Processor Care Centrix

Region(s): West

DME	1/31/2011	30%	99.9%	NO
DME	2/28/2011	69%	99.4%	NO
DME	3/31/2011	85%	99.7%	NO
DME	4/30/2011	96%	98.3%	NO
DME	5/31/2011	96%	99.9%	YES
DME	6/30/2011	91%	99.8%	YES
DME	7/31/2011	90%	99.1%	NO

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 30 Day 60 Day					
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?	
Volunteer State Health Plan, In Processor Affiliate Organization Region(s): West	c., d/b/a BlueCare				
Medical	1/31/2011	93%	99.9%	YES	
Medical	2/28/2011	98%	99.9%	YES	
Medical	3/31/2011	99%	100.0%	YES	
Medical	4/30/2011	99%	100.0%	YES	
Medical	5/31/2011	99%	99.9%	YES	
Medical	6/30/2011	99%	100.0%	YES	

7/31/2011

99%

99.9%

YES

Medical

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 60 Day

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b	a/a BlueCare			
Processor Southeastrans	, a = 1000 a 0			
Region(s): West				
Non Emergency Transportation	1/31/2011	100%	100.0%	YES
Non Emergency Transportation	2/28/2011	98%	99.6%	YES
Non Emergency Transportation	3/31/2011	100%	100.0%	YES
Non Emergency Transportation	4/30/2011	100%	100.0%	YES
Non Emergency Transportation	5/31/2011	100%	100.0%	YES
Non Emergency Transportation	6/30/2011	99%	100.0%	YES
Non Emergency Transportation	7/31/2011	99%	100.0%	YES

TennCare Contractual Require	ements and TCA 56-32-126(b)	90%	99.5%	
		30 Day	60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, I	nc d/b/a TennCare Select			
Processor Care Centrix	,			
Region(s): All				
DME	1/31/2011	67%	100.0%	NO
DME	2/28/2011	84%	99.5%	NO
DME	3/31/2011	95%	99.8%	YES
DME	4/30/2011	96%	98.9%	NO
DME	5/31/2011	95%	100.0%	YES
DME	6/30/2011	95%	99.3%	NO
DME	7/31/2011	85%	98.4%	NO

TennCare Contractual Requirements	99.5% 60 Day			
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b/a Processor Affiliate Organization Region(s): All	TennCare Select			
Medical	1/31/2011	92%	99.7%	YES
Medical	2/28/2011	97%	99.9%	YES
Medical	3/31/2011	98%	99.9%	YES
Medical	4/30/2011	99%	99.9%	YES
Medical	5/31/2011	99%	99.8%	YES
Medical	6/30/2011	99%	99.9%	YES

7/31/2011

98%

99.9%

YES

Medical

TennCare Contractual Requirements and TCA 56-32-126(b) 90% 99.5% 30 Day				
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b/a Processor Southeastrans Region(s): All	a TennCare Select			
Non Emergency Transportation	1/31/2011	100%	100.0%	YES
Non Emergency Transportation	2/28/2011	100%	99.8%	YES
Non Emergency Transportation	3/31/2011	100%	100.0%	YES
Non Emergency Transportation	4/30/2011	100%	100.0%	YES
Non Emergency Transportation	5/31/2011	100%	100.0%	YES

6/30/2011

7/31/2011

100%

100%

100.0%

100.0%

YES

YES

Non Emergency Transportation

Non Emergency Transportation